



Frequently Asked Questions About the Refactored RTS POS

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Supporting Materials for the Refactored RTS and Cognos

Supporting materials (such as the recorded webinars, job aids, and guides like Running the Daily, Weekly, and Monthly Reports) are available for you to view and download from the various tabs on the RTS Refactoring Resources page of the TAC Hub, which is available by clicking the  on your desktop or entering <http://www.txdmv.gov/rt-refactoring-resources> in your web browser.




Frequently Asked Questions About the Refactored RTS POS

Question	Response
How do I log in to the RTS POS workstation?	<ol style="list-style-type: none">1. At the Welcome to Windows page, press the Ctrl +Alt + Delete keys at the same time on your keyboard.2. On the Log in to Windows pop-up:<ol style="list-style-type: none">a. For User Name, type in your current RTS user name.b. For Password, type in your current RTS password.c. For Log in to, be sure TXDMVI is displayed.3. Press the Enter key on your keyboard (or click OK).4. When the Windows desktop displays, click the  icon.5. On the Select Workstation pop-up, click the Select button.
How do I know what workstation to log in to?	The system automatically selects the RTS workstation you are logged into (typically your default workstation) and there is no need to change this to perform transactions on this workstation.
What happens if I log in to the wrong RTS workstation?	It is VERY IMPORTANT that you log in to the correct workstation. Your reporting and close outs will not be accurate if you log in to the incorrect workstation. Note: It is recommended to leave default settings unless you have a specific need to change them.
How do I change my RTS workstation if necessary?	If you change the workstation, you must log off the current workstation (using the Exit >Exit and Sign Off) and then log in again with the appropriate selections before processing transactions.
Why can't I log back in if I accidentally closed the RTS session window?	If you accidentally close your RTS session without logging out and immediately attempt to log in again, the workstation will be locked for 90 seconds as a security precaution. After waiting 90 seconds, you can log in again.
Why would I log off with the Exit and Sign Off option?	The Exit and Sign Off option ends your current station and resets the Workstation field on the Select Workstation pop-up to list all of the workstations available to you instead of the workstation you are currently on.


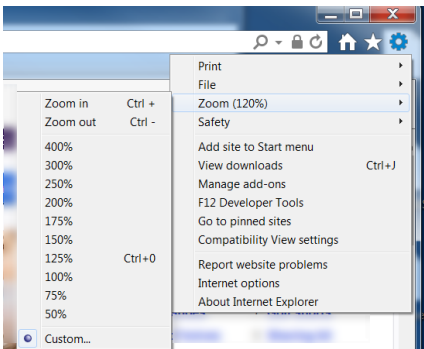


Frequently Asked Questions About RTS Point of Sale (POS)

Question	Response
Can I use RTS POS offline (for example, if the Internet goes down)?	No. The web-based RTS POS does not have offline functions. If the Internet goes down or is not available, you cannot process transactions.
How will I know if the system is offline?	A pop-up message will display to indicate that no connection is available.
What do I do if the printer is down?	<p>To redirect to another printer:</p> <ol style="list-style-type: none">1. Minimize your POS to display the desktop and double-click the  (Printer Down) icon.2. On the Printer_Down pop-up, press the letter D on your keyboard and press the Enter key.3. In the list of printers displayed, type the number next to the best printer to redirect to and press the Enter key.4. At the confirmation prompt, press the letter Y on your keyboard and press the Enter key.
What do I do if the printer does not start to print when I finish a transaction?	<p>In the Refactored RTS, there is a 5 second delay before the printer will start printing. If you experience a longer delay, please contact your Regional Service Center to report the problem.</p> <p>Note: This 5 second delay may also occur when reprinting reports from the POS.</p>
What should I do if my cash drawer does not open at the end of a transaction?	<p>If your cash drawer did not open automatically in the legacy system, it will not open automatically in the refactored system.</p> <p>If it opened automatically in the legacy system, you should use your key to manually open the drawer and report the issue to your Regional Service Center Manager.</p>



Frequently Asked Questions About RTS Point of Sale (POS)

Question	Response
<p>Can I enlarge the text size on the RTS POS pages?</p>	<p>To change the text size on these pages, you can use:</p> <ul style="list-style-type: none"> • IE Zoom feature: In the upper right corner of the browser page, click  > Zoom > and then click the desired percentage to increase the text size. - OR - • Your mouse: Hold down the Ctrl key on your keyboard as you move the scroll wheel on your mouse in an upward direction. <p>Note: If a page is enlarged, the content may extend beyond what you can see and you may need to scroll down or to the right to view all of the content. Fields and tables may also display incorrectly or overlap with other onscreen content.</p> 
<p>Why were the hotkeys changed?</p>	<p>The actual keys did not change (for example, r starts the registration renewal process) but the key combination changed from pressing Alt with the number/letter to pressing Ctrl + Shift with the number/letter to avoid conflicts with the default keys programmed into the Internet Explorer web browser by Microsoft. It was determined that the IE default keys could not be overridden so we changed the key combination to Ctrl + Shift to avoid conflicts.</p>
<p>Why doesn't a checkmark display in a checkbox when I click its label?</p>	<p>You must click the checkbox itself to select it. Note that you must also click an option button to select it.</p>



Frequently Asked Questions About RTS Point of Sale (POS)

Question	Response
Why does it take longer to print my first transaction of the day?	The printer may be in sleep mode and needs a little longer to start up and print the first transaction receipt processed each day. You should press the Start or OK button on your printer when you arrive each day to get it warmed up by the time you need it.
How do I select an option from a group of options using shortcut keys instead of the mouse?	After pressing the Tab key to move to a page element that contains options, use the up and down arrow keys to move through the options in that element.
<p>a Click the Tab key to move from the Inquiry Key field to the Select Appropriate Key area.</p> <p>b Use the arrow keys to move between these options.</p> <p>c Click the Tab key to move from the Select Appropriate Key area to access the function buttons (like Enter).</p>	
When processing DTA events, what do I need to type in when prompted for the flash drive?	At the prompt, type in F:\DLRTITLE.DAT .
What happened to the IVTRS button that indicated there were Internet renewals waiting to be processed?	It was removed. Check for renewals by clicking the Customer > Registration Only > Internet Renewal > Process New from the main access bar on the main RTS POS page